

**\* Note:** Persons committed to a residential facility or day program operated, funded or licensed by the Department pursuant to Section 552.040, RSMo shall not be entitled to the rights marked with an asterisk \* unless the head of the residential facility or day program determines that these rights are necessary for the person's therapeutic care, treatment, habilitation or rehabilitation.

You may also direct your grievance or complaint to the Director of the Division of Behavioral Health, the Director of the Division of Developmental Disabilities, or the Office of Constituent Services at:

Department of Mental Health  
P.O. Box 687, Jefferson City, MO 65102  
**800-364-9687 or 573-751-4122**

Division of Behavioral Health:  
**800-575-7480**  
**573-751-4942**

Division of Developmental  
Disabilities:  
**573-751-4054**

Deaf or Hard of Hearing individuals may call the above numbers or the Office of Deaf Services:  
**573-751-7033**

If you believe any of your rights have been violated, you may file a grievance with the person in charge of the agency, facility, or unit from which you receive services. An impartial review of your grievance will be conducted.

All reports are confidential.  
Individuals are encouraged to report concerns regarding care and treatment.

The Department of Mental Health complies with applicable State and Federal civil rights laws, and does not discriminate on the basis of race, color, national origin, age, disability, or sex.  
Free language assistance is available.

**ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-364-9687.

**注意：**如果您使用繁體中文，您可以免費獲得語言援助服務。  
請致電 1-800-364-9687。



## Rights of Department of Mental Health Consumers

The Department of Mental Health is an Equal Opportunity Employer, services provided on a nondiscriminatory basis.

**Missouri law gives individuals who receive mental health services the following rights without limitation:**

- (1) To humane care and treatment;
- (2) To the extent that the facilities, equipment and personnel are available, to medical care and treatment in accordance with the highest standards accepted in medical practice;
- (3) To safe and sanitary housing;
- (4) To not participate in non-therapeutic labor;
- (5) To attend or not attend religious services;
- (6) To receive prompt evaluation and care, treatment, habilitation or rehabilitation about which the individual is informed insofar that person is capable of understanding;
- (7) To be treated with dignity as a human being;
- (8) To not be the subject of experimental research without prior written and informed consent or that of a parent, if the person is a minor, or guardian; except that no involuntary committed

person shall be subject to experimental research, except as provided by statute;

- (9) To decide not to participate or to withdraw from any research at any time for any reason;
- (10) To have access to consultation with a private physician at the individual's expense;
- (11) To be evaluated, treated or habilitated in the least restrictive environment;
- (12) To not be subjected to any hazardous treatment or surgical procedure unless the individual's parent, if the person is a minor, or guardian consents; or unless such treatment or surgical procedure is ordered by a court of competent jurisdiction;
- (13) In the case of hazardous treatment or irreversible surgical procedures, to have, upon request, an impartial review prior to implementation, except in case of emergency procedures required for the preservation of life;
- (14) To a nourishing, well-balanced and varied diet;
- (15) To be free from verbal and physical abuse.

**Missouri law gives individuals who receive mental health services the following rights that may be limited for safety or therapeutic reasons:**

- \* (1) To wear one's own clothes and to keep and use one's personal possessions;
- (2) To keep and be allowed to spend a reasonable sum of one's own money for canteen expenses and small purchases;
- \* (3) To communicate by sealed mail or otherwise with persons including agencies inside or outside the facility;
- (4) To receive visitors of one's own choosing at reasonable times;
- \* (5) To have reasonable access to a telephone both to make and receive confidential calls;
- (6) To have access to one's own mental and medical records;
- (7) To have opportunities for physical exercise and outdoor recreation;
- (8) To have reasonable, prompt access to current newspapers, magazines and radio and television programming.